



Critical Incident Management Policy

Effective: January 17, 2025 **Policy Number:** CP001

Revision: January 17, 2025

1. Purpose

1.1 This policy outlines Fraser International College's (FIC) approach to managing critical incidents in a manner that ensures the safety, well-being, and support of all community members. The policy prioritizes clear leadership, effective communication, and compliance with legal and regulatory requirements in British Columbia.

2 Organizational Scope

2.1 This policy applies to all FIC staff, faculty, students, and visitors. It governs the response to critical incidents, including but not limited to natural disasters, accidents, medical emergencies, and student deaths.

3 Definitions

3.1 Critical Incident: An event that poses a significant risk to the health, safety, or well-being of individuals or disrupts the College's operations.

3.2 College Director and Principal (CDP): The primary responsible individual for overseeing critical incident management.

3.3 Designate: A senior staff member assigned by the CDP to act in their absence.

4 Policy Statement: FIC is committed to

4.1 Responding promptly and effectively to critical incidents.

4.2 Ensuring the safety and well-being of all students, staff, and visitors.

4.3 Providing support to those impacted by the incident.

4.4 Complying with provincial regulations and institutional policies.

4.5 Respecting cultural and religious customs and practices during incident response.

4.6 Reviewing and updating incident management procedures regularly.

5 Roles and Responsibilities

5.1 College Director and Principal (Designate)

- Serve as the Incident Commander.
- Ensure the implementation of the Critical Incident Management Policy.
- Act as the primary point of contact for external authorities, families, and media.
- Approve and oversee communication to stakeholders.

5.2 Critical Incident Management Team (CIMT)

- Composed of key staff members, including representatives from Student Services, Facilities, and Communications.
- Support the CDP in managing the incident response.
- Provide expertise and resources relevant to the specific incident.

5.3 All Staff and Faculty

- Report critical incidents immediately.
- Follow directives issued by the CDP or CIMT.



6 Procedures

6.1 FIC will follow the direction of SFU Safety and Risk Services for emergencies or critical incidents that are campus-wide or include a larger community response. FIC will defer to their processes and media team as needed, in consultation with our Critical Incident Management Team (CIMT).

6.2 Immediate Response

- The first responder must notify the CDP (or Designate) immediately.
- The CDP activates the CIMT and assigns roles.
- Emergency services are contacted as required.

6.3 Assessment and Action Plan

- The CDP evaluates the scope and impact of the incident in coordination with SFU Safety and Risk Services.
- The CIMT develops and implements an action plan tailored to the specific incident, including cultural and religious considerations where applicable.

6.4 Communication

- Internal communication: Timely updates are provided to staff, students, and faculty in collaboration with SFU Safety and Risk Services.
- External communication: All media and external inquiries are managed by the CDP (or Designate) in consultation with SFU's media team.

6.5 Student Death Protocol: In the event of a student death, the following steps are taken:

- Confirm the identity and next of kin through appropriate authorities.
- Notify the CDP (or Designate) immediately.
- Coordinate with local authorities and the student's family, ensuring cultural and religious considerations are respected.
- Facilitate culturally sensitive repatriation processes where required.
- Offer counseling and support services to affected students and staff.
- Manage public communication with sensitivity and professionalism.

6.6 Post-Incident Review

- The CDP conducts a debrief with the CIMT and coordinates with SFU Safety and Risk Services to assess the response.
- Recommendations for policy or procedural improvements are documented and implemented, with consideration of cultural or religious feedback where relevant.

7 Training and Awareness

7.1 Regular training is provided to staff and faculty on critical incident procedures, including cultural safety and sensitivity.

7.2 Students are informed of safety protocols during orientation.

8 Review and Maintenance

8.1 This policy is reviewed annually by the College Director and Principal to ensure its effectiveness and alignment with current best practices and legal requirements. Cultural safety and respect for diversity are key considerations in each review.

9 Approval and Implementation

9.1 The policy is approved by the College Director and Principal, in consultation with relevant committees such as the Academic Leadership Team and Senior Management Team. Any significant amendments must also be reviewed and endorsed by the Advisory Board. Once approved, the policy is disseminated to all stakeholders.